

# Bert Zhang

Designer + Researcher + Technologist

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## EDUCATION

### Master of Human-Computer Interaction + Design University of Washington

Sep 2016 – Aug 2017 in Seattle, Washington

### Bachelor of Arts in Music University of Illinois at Urbana-Champaign

Aug 2012 – May 2016 in Champaign-Urbana, Illinois

- Concentrations in Music Composition, Music Technology
- Minors in Art + Design, Computer Science, Informatics

## EMPLOYMENT

### User Experience Intern John Deere

May 2016 – Aug 2016 in Moline, Illinois

- Uncovered user needs via surveys and focus groups
- Evaluated webapps for usability and brand compliance
- Built Sketch UI Kit for rapid high-fidelity prototyping

### Web Designer / Developer Krannert Art Museum

Oct 2015 – May 2016 in Champaign, Illinois

- Developed information architecture for online collections
- Produced high-fidelity prototypes of new website

### Marketing Communications Intern Wolfram Research

May 2015 – Aug 2015 in Champaign, Illinois

- Created content for company social media accounts
- Analyzed and monitored online technology communities

### Network Technician Coordinator University of Illinois, University Housing

Aug 2013 – May 2016 in Champaign-Urbana, Illinois

- Supervised, trained, and advised network technicians
- Rebuilt internal department website and public webpages
- Wrote manuals for how to interact with customers
- Troubleshoot user issues via email, phone, and in person

## SPECIALTIES

### Design Research

- Contextual inquiry
- Usability testing
- Competitive analysis
- Behavioral/digital/physical/spatial prototyping

### Experience Design

- Service blueprints
- Journey maps
- Event planning

### Interaction Design

- Interface design
- Game design
- Adobe XD and InVision alpha tester

### Systems Design

- Information architecture
- Visual design languages
- Ranking algorithms

### Accessibility

- Can use Apple VoiceOver with eyes closed
- Familiar with W3C standards

### Other Skills

- Film pre-thru-post-production
- Front end web development
- Data storytelling
- 3D printing, laser cutting
- Chinese (proficient), Japanese (elementary)

## VOLUNTEERING

### Hurricane Harvey Relief

Sep 2017 – Present in Houston, Texas

- Demolish and disinfect houses
- Babysit and chauffeur children